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DCAM214

Reg. No.

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II Semester B.B.A. (AM) Degree Examination, June/July - 2025

BUSINESS ADMINISTRATION

Ground Handling Operations

(SEP Scheme Freshers Only)

Time : 3 Hours

Maximum Marks : 80

Instructions to Candidates:

Answers to be written in English only.

SECTION - A

Answer any Five of the following sub questions. Each sub question carries Two marks.

(5×2=10)

1. a) Who issues the passport?
- b) What are security articles? Give two examples.
- c) Expand the terms FIDS, FOD.
- d) Define Excess Baggage.
- e) List out any two functions of customs.
- f) Mention any Two pre-flight checks. happens before chek-in the passenger.
- g) Name any Three GSE's used at airside.
- h) What is Baggage Reconciliations?

SECTION - B

Answer any Four questions. Each question carries Five marks.

(4×5=20)

2. Illustrate the Boarding gate process at Airport.
3. Explain the Functions of BCAS.
4. Outline the Baggage handling process at BMA.

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5. List out the security questions asked by the check-in staff.
6. List any Five duties and Responsibilities of a Floor Walker.
7. Mention any Five Labels and Tags used at check-in counters, mention its purpose.

SECTION - C

Answer any Three questions. Each question carries Fifteen marks. (3×15=45)

8. Explain the objectives of DGCA.
9. Analyze the importance of safety at Airport.
10. Appraise the Airport Facilities and components of Landside, passenger Terminal Building and Airside.
11. Explain the check-in process of International passenger in Detail.
12. Explain Ground support equipments, Motorized, Non-motorized and safety Equipments used at airside.

SECTION - D

Answer to the following question. The question carries Five marks. (1×5=5)

13. Discuss the importance of effective communication and problem solving at Airport.